

SC DMH Client Advocacy Report May 2012

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	30	104
Harris	18	64
Morris Village	4	17
Hall	7	40
Tucker	10	22
Forensics (GEO & Bldg. 1)	25	105
Mental Health Centers	19	138
Total	113	490

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	168	949
Information, Referral & Other Assistance ¹	7	50

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	47	5	20	16	72
2) Admission & Discharge	65	28	3	31	96
3) Information & Advocacy	15	11	4	5	30
4) Physical Environment	8	7		4	15
5) Inpatient Rights	84	39	2	39	125
6) Personal Property & Money	34	19	12	6	65
7) Confidentiality & Consent	9	4	12	4	25
8) Treatment	34	12	103	27	149
9) Other Rights Issues	13	6	17	8	36
Total⁵	309	131	173	140	613

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	6	3	1	2	10
b. Excessive Restraint, Seclusion & PRNs	4				4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	25	2	16	9	43
e. Neglect	10		1	4	11
f. Financial Exploitation	2		2	1	4
2) Admission & Discharge					
a. Discharge (when)	37	12		16	49
b. Community Placement (where)	15	5	2	8	22
c. Periodic Court Review	4	3	1	2	8
d. Questions, Education & Other	9	8		5	17
3) Information & Advocacy					
a. Access to Advocacy	8	7	1	2	16
b. Access to Legal Resources	5	4	2	2	11
c. Questions, Education & Other	2		1	1	3
4) Physical Environment					
a. Food Quality & Quantity	4	3		1	7
b. Linens, Clothes & Toiletries	2			1	2
c. Disrepair of Physical Plant	1	2			3
d. Cleanliness of Facilities	1	2		2	3
5) Inpatient Rights					
a. Privacy	4	2		2	6
b. Safety	6	1	1	1	8
c. Freedom, Privileges & Fairness	37	12	1	18	50
d. Communication	14	13		7	27
e. Health Care	23	11		11	34
6) Personal Property & Money					
a. Property	18	8	1	1	27
b. Money, Entitlements, Rep. Payee	11	9	1	4	21
c. Billing Issues	1		8	1	9
d. Other Non-DMH Issues	4	2	2		8
7) Confidentiality & Consent					
a. Access to Records & Information	3		5	1	8
b. Breach of Confidentiality	4	1	5	1	10
c. Issues of Consent, Confidentiality, etc.	2	3	2	2	7
8) Treatment					
a. Eligibility for Services	3		20	3	23
b. Accessibility to Staff & Treatment	2	3	35	5	40
c. Individualized, Client-Driven	24	6	47	17	77
d. Right to Refuse Treatment	5	3	1	2	9
9) Other Rights Issues					
a. Work, Compensation & Education		2	1	1	3
b. Religion	3	1		2	4
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	3		9	2	12
f. Legal assistance for Non-DMH issues	7	3	7	3	17

